



News Release

Pat Quinn, Governor

Jay Rowell, Director

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TeleServe Certification Number to Change Saves \$2 Million; Internet Remains Preferred Option

CHICAGO – On May 16, the TeleServe certification number will change to (312) 338-4337 (IDES). The current TeleServe number will be in use through the end of the day on May 15. Internet certification does not change and remains the preferred method for timeliness and accuracy, the Illinois Department of Employment Security (IDES) said today. The change will save Illinois taxpayers \$2 million each year.

“Our role in the Illinois economy is two-fold. We use specific programs to link together job seekers and businesses so both can be successful. And we do so through programs that protect taxpayer dollars and fight waste, fraud and abuse,” IDES Director Jay Rowell said. “Today is another example of a state agency looking to streamline operations and save money while staying responsible to its core mission.”

Workers eligible for unemployment insurance must contact IDES every two weeks to confirm that they are actively pursuing work and meeting other eligibility requirements. This fraud prevention tool is known as certifying for benefits, and it can be accomplished at www.ides.illinois.gov

The internet remains the preferred method to certify because it has significant advantages: It is faster and easier. Successful confirmation is immediate. The possibility of pressing the wrong button is eliminated, thereby preventing missed benefit payments. Currently, 100 percent of unemployment insurance benefit payments are electronic. Nearly 60 percent of all unemployment insurance applications are submitted through the internet, and nearly 40 percent of those collecting benefits currently use the internet to certify.

Internet certification also can help the long-term unemployed become more confident with their computer skills, thereby reducing a significant barrier to re-employment. Other advantages associated with internet certification outweigh any perceived negatives. Modern telephone plans have bundled minutes that no longer consider long-distance charges, making the current toll-free option less appealing.

Illinois businesses are hiring. More than 100,000 help-wanted ads are on illinoisjoblink.com, the IDES employment website that links job seekers with employers. Keyword matching technology increases the likelihood of a successful new hire and compares favorably to private efforts that cost hundreds of dollars. No-cost HR recruitment services for business owners are available at the website and at (877) 342-7533.

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